CSC Adopted: October 2001 , CSC Revised: _____

Class Title: Systems Programmer

BRIEF DESCRIPTION OF THE CLASSIFICATION:

Installs, configures, tests and maintains various enterprise server operating and non-operating systems and software. Performs problem determination to resolve operating system software failures and applies corrective action. Monitors system performance and tunes for efficient operation. Plans projects, implements system upgrades and trains personnel. Provides 24-hour on-call assistance.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.

	Physical Strength Code	ESSENTIAL FUNCTIONS
1	S	Installs configures, tests and debugs operating system software and components by writing complex user exits and system interfaces using assembler language.
2	S	Resolves system software failures by utilizing various tools and techniques to analyze program dumps, logs and error codes and working closely with software vendors and other city staff to apply corrective action.
3	S	Monitors system performance and capacity by utilizing interactive monitoring software tools to study resource utilization trends and statistics and making adjustments to resources and system control settings to ensure efficient and continuous system availability.
4	S	Acts as the lead by planning assigned projects, gathering information and coordinating tasks to ensure smooth and timely implementations and performing post-implementation reviews.
5	S	Performs related duties by providing 24-hour on-call assistance to operations and systems development staff in determining problems of operational processes and application systems; and trains personnel on the use of new software, techniques, and methodologies.

CLASS REQUIREMENTS:

CLASS REQUIREMENTS	
Formal Education / Knowledge	Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four years of college resulting in a Bachelor's degree or equivalent.
Experience	Over five years experience as a systems programmer.
Certifications and Other Requirements	N/A
Reading	Work requires the ability to read technical manuals, work requests, request for proposals, user guides, references, error codes and messages.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication, division and algebra at a college level.
Writing	Work requires the ability to write correspondence, project plans, request for proposals, standard operating procedures, memos and operators guides.
Managerial	Managerial responsibilities include planning projects and hardware and software upgrades.
Budget Responsibility	Prepares documents and does research to justify language used in documents for a unit of a department and may recommend budget allocations.
Supervisory / Organizational Control	Work requires functioning as a lead worker performing essentially the same work as those directed, and includes overseeing work quality, training, instructing, and scheduling work.
Complexity	Work is governed by broad instructions, objectives and policies. Work requires the exercise of considerable initiative and independent analytical and evaluative judgment.
Interpersonal / Human Relations Skills	Contacts others within the organization. These contacts may involve similar work units or departments within the City which may be involved in decision making or providing approval or decision making authority for purchases or projects. Works with individuals outside the City who may belong to professional or peer organizations. Working with various state and federal agencies may also be required. Vendors and suppliers may also be called upon for information on purchases, supplies or products. Meetings and discussions may be conducted with customers, brokers and sales representatives.

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OVERALL PHYSICAL STRENGTH DEMANDS:

Sedentary X	Light	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time	L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.

This is a description of the way the job is currently performed; it does not address the potential for accommodation.

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	O	Consulting with clients, working at systems controls
Sitting	C	Computer, desk work, meetings
Walking	O	Inter-office, to/from meetings, to/from office equipment
Lifting	R	Boxes, books
Carrying	F	Boxes, books
Pushing/Pulling	R	Cables
Reaching	R	Boxes, books
Handling	F	Boxes, books
Fine Dexterity	C	Computer keyboard, writing, telephone keypad, installing equipment
Kneeling	R	Pulling cables
Crouching	R	Pulling cables
Crawling	R	Pulling cables
Bending	R	Pulling cables
Twisting	R	Pulling cables
Climbing	N	
Balancing	N	
Vision	C	Computer, desk work, installing software, reading
Hearing	C	Alarms, staff, supervisor, vendors, developers, meetings, telephone
Talking	F	Staff, supervisor, vendors, developers, meetings, telephone
Foot Controls	N	
Other (specify)	N	

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MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:

Computer, Standard Microsoft Windows and Office software, laser or inkjet printer, telephone, third party software and program products

ENVIRONMENTAL FACTORS:

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never

HEALTH AND SAFETY		ENVIRONMENTAL FACTORS		PRIMARY WORK LOCATION	
Mechanical Hazards	S	Dirt and Dust	M	Office Environment	X
Chemical Hazards	N	Extreme Temperatures	N	Warehouse	--
Electrical Hazards	S	Noise and Vibration	M	Shop	--
Fire Hazards	N	Fumes and Odors	N	Vehicle	--
Explosives	N	Wetness/Humidity	N	Outdoors	--
Communicable Diseases	N	Darkness or Poor Lighting	N	Other (see 2 below)	--
Physical Danger or Abuse	N				
Other (see 1 below)	N				

(1)

(2)

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.

NON-PHYSICAL DEMANDS	
Time Pressures	F
Emergency Situations	O
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	F
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	F
Other (see 3 below)	N

(3)